

SPR_Relay_hor_k_r

Connecticut FCC Complaint Log

2009-2010

Tally Date of

Complaint

Nature of Complaint Date of

Resolution

Explanation of Resolution

Three calls, no connection with customer was reached. Could not determine if there is still any problems. Customer never called back.

2 07/05/09 A customer complained that while using HCO they were hearing tones, and the Communication Assistant was not receiving her text. There was also an occasional

disconnect. The customer also requested to change their frequently dialed numbers. Customer Service changed their frequently dialed numbers, and apologized for the inconvenience. Customer Service also rebranded the number as HCO. The customer requested a follow up from a technician when the problem was fixed.

07/05/09 The customer's database was updated and their number was rebranded for HCO. Customer Service will contact the customer to let them know.

1 06/30/09 A customer stated that neither 711 or the toll free number is working to contact relay. She said that a Communication Assistant answered, but disconnected because she could not hear the VCO customer. The customer was thanked for the feedback, and was informed that a trouble ticket would be entered. It was also suggested that the customer check with the Local Exchange Carrier to make sure that the 711 switch is working correctly.

12/11/09

3 07/16/09 A customer said that the Communication Assistant must have missed their note about leaving a message the first time on the answering machine. The customer pointed this out, and asked the Communication Assistant to redial so they could leave ea message. The Communication Assistant dialed, the line rang ten times, and then the Communication Assistant redialed again without being instructed to do so. The customer was upset because the agent did not offer an apology for ignoring the notes, and instead took control of the call. The customer asked for a supervisor, and the Communication Assistant said "one moment please," but a few minutes later the customer realized that the call was disconnected. The customer says missing the notes is human error, but the lack of apology made the situation worse.

07/17/09 The Team Leader met with the Communication Assistant and went over proper call procedures, and stressed the importance of reading and following the customer's notes and instructions. The consequences of being rude to a customer were addressed, and the Communication Assistant was also informed

that disconnecting callers is grounds for termination. The Communication Assistant understood.

Complaint Tracking for CT (06/01/2009-05/31/2010). Total Customer Contacts: 17
Customer Service contacted the customer to find out the brand of the TTY equipment and provided instructions on how to correct the garbling issue. Test calls were placed to check for further garbling.

6 08/26/09 A customer said that the Communication Assistant was very unprofessional and condescending. The customer said that during a call, their conversation was cut short. She asked the Communication Assistant to redial and ask for a staff member, but the Communication Assistant said "you were talking to a child." The customer felt that was unprofessional and not appropriate for her to say.

08/26/09 The Communication Assistant indicated that a child answered the phone because a child "answered the phone". The inbound TTY customer became abusive to the Communication Assistant after that was typed and began using foul language directed at the Communication Assistant. The operator did put up her red cup for assistance at that point but the TTY customer hung up before a supervisor was able to get to her station. The Communication Assistant demonstrated knowledge of correct procedures, and followed protocol.

07/31/09 Customer Service sent the customer information explaining the difference between a CapTel and a traditional phone.

Disconnect/reconnect was also explained to the customer, and an email was sent with tips on how to reduce this occurrence.

5 08/02/09 A customer stated that they often send and receive garbled messages when using relay. A Customer Service Representative apologized, and offered to have the issue investigated. A follow up was requested via email.

08/02/09

4 07/31/09 Disconnect/Reconnect during calls

The customer reported calls where the audio was lost for a few moments, and it would seem that no one was on the line. A Customer Service Representative researched and identified calls showing incidences of disconnect/reconnect where the data connection was disrupted. The Customer Service Representative explained this to the customer, comparing the

situation to old dial up computer connections, when a connection would be disrupted and the data connection would be lost. Customer Service gave the customer tips on how to reduce this problem. The customer was satisfied.

09/09/09 Customer Service spoke with the customer and the problem was solved with technical support. The customer's profile was changed, and the platform upgrade was checked. It was confirmed that the customer was able to make calls using 711.

9 09/16/09 Disconnect/Reconnect during calls 09/16/09

8 09/09/09 A customer was unable to dial long distance via Verizon. A trouble ticket was entered. Follow up was requested.

A customer reported that they were unable to make a call to a regional toll-free number with captions. Technical Support made an adjustment so that the CapTel customer can successfully make captioned calls to this regional 800 number.

02/15/10 A customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incident, and thanked the customer for the feedback. The call detail was shared with Call Center Management for follow up with the Communication Assistant by a supervisor. A technical issue was identified at the Communication Assistant's workstation.

11 02/19/10

7 09/08/09 A Doctor's office called to say that during a relay call from a patient, the Communication Assistant was very rude.

The office is familiar with Relay and has never encountered this before. The Communication Assistant was yelling and interrupting by saying "I have to finish typing...only speak when I say go ahead." The Doctor's office said they replied "Do not speak to me that rudely," and the Communication Assistant typed that to the patient.

This made the patient confused. A Customer Service Representative apologized and informed the caller that this would be forwarded to the appropriate person. A follow up was requested.

09/08/09 The Team Leader spoke with the Communication Assistant who understood the seriousness of this issue. The Team Leader provided some tools for dealing with these types of issues in the future. The Team Leader also spoke with the customer and

explained that this behavior was unacceptable, and that the Communication Assistant did admit that she was rude. The Team Leader also thanked the customer for bringing this to our attention. The Communication Assistant will be monitored closely.

Dialing Issue - Unable to dial regional 800 number 02/19/10
10 02/15/10 Accuracy of captions

A customer stated that she was unable to access certain tollfree numbers. Technical Support made an adjustment so that the CapTel user can successfully make captioned calls to this regional 800 number.

15 04/15/10 A Voice customer cannot call to a Delaware VCO customer through relay. The customer can call without relay, however when they call through relay they get a siren noise. A Customer Service Representative apologized to the customer and turned in a trouble ticket. The customer would like a follow up email when a solution has been found.

04/15/10 A trouble ticket was opened, and a technician worked on this issue. The Account Manager followed up as per the customer's request. The customer stated that the problem was resolved.

14 04/12/10 Dialing Issue - Unable to dial regional 800 number 04/12/10
A customer's mother said that their CapTel phone did not have a dial tone. Further troubleshooting determined that the jacks in the back of the phone were damaged. The Customer Service Representative advised the customer to contact the issuing agency to have the unit replaced or serviced.

12 03/17/10 A Voice customer gets TTY tones when dialing the Connecticut toll free number, and is unable to connect to a Communication Assistant. Apologized for the problem and performed test calls to check the number. A trouble ticket was entered. No follow up was requested.

03/17/10 A Technician opened a trouble ticket to solve the issue. There were no further issues. The customer did not request a follow up.

13 03/23/10 Dial Tone - Not heard 03/23/10

16 05/04/10 Dial Tone - Not heard 05/04/10 A customer reported that her CapTel phone did not have a dial tone and is not ringing. A Customer Service Representative

advised a physical reset. This resolved the customer's experience.

05/18/10 A customer's husband reported no dial tone heard on their CapTel. A Customer Service Representative advised the customer's husband to perform a physical reset. This resolved the customer's experience.

17 05/18/10 Dial Tone - Not heard